



Missouri Department of Health and Senior Services

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MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

FROM: Melanie Highland, Director *Melanie Highland*
Division of Senior and Disability Services

SUBJECT: HCBS Workforce Survey Results Report

This memorandum serves to inform Home and Community Based Services (HCBS) providers of the release of the HCBS Workforce Survey Results Report. This report summarizes the information submitted by provider agencies/vendors in both the [NCI-AD Staff Stability Pilot Survey](#) and the Division of Senior and Disability Services (DSDS) [Consumer Directed Operational Survey](#).

The report takes a close look at the results of each survey separately and provides key takeaways for both provider/vendor subgroups. The NCI-AD Staff Stability Survey collected information from Agency Model (in-home and RCF/ALF) and adult day care providers and the CDS Operational Survey surveyed CDS vendors. Key components of the survey results include:

- Size distribution of responding providers/vendors
- Direct service worker (DSW)/personal care attendant (PCA) characteristics
- Tenure and turnover rate of DSWs/PCAs
- Wages and benefits
- Frontline supervisory characteristics
- Recruitment and retention strategies
- Administrative costs
- Key takeaways and next steps

A copy of the report can be found as an [attachment](#) to this memo. The report may also be accessed on the [HCBS Provider Information Page](#).

A secondary round of surveying began September 15, 2023 with the launch of the [NCI-AD State of the Workforce Survey \(SoTW-AD\)](#) formally referred to as the Staff Stability Survey. The next round of the CDS Operational Survey will begin in January 2024. Following the conclusion of both surveys, a second iteration of this report will be developed. All qualifying providers are encouraged to participate in their applicable survey type(s) as this information will help inform policy and fiscal initiatives of the HCBS program.

All questions regarding this memorandum should be directed to DSDS via email at DSDS.Surveys@health.mo.gov.

MH/js

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